

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Disaster Management – DROUGHT - Providing Parishkaram Call Centre service to Revenue (DM) Dept. to attend drought related calls - Release of amount of initial expenditure incurred towards set up at Call Centre and call centre services/charges – Orders – Issued.

REVENUE (DM.II) DEPARTMENT

G.O.Rt.No. 133

Dated: 27-3-2010

Read the following:-

- (1) From the Commissioners, EDS (eSeva), Hyderabad Rc.No. 6/PCC/DM/09, dated 31-8-2009.
- (2) From the Commissioners, EDS (eSeva), Hyderabad Rc.No. 6/PCC/DM/09, dated 27-10-2009.

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ORDER:

The Commissioner, EDS (e.SeVa), Hyderabad in the reference 1st read above reported that as per decision taken in the meeting held on 26.8.2009 in respect of providing grievance registration service through Parishkaram Call Centre, he made necessary arrangements at the Parishkaram Call Center by installation of additional PRI module in Avaya IP Office system with 30 channels, connection of BSNL PRA line with 10 digit toll free number (1800-425-1110), deployment of additional 20 operators, design and development of an input form in the C2G Online Application for registration of drought related grievances at the call center. Training was imparted to the operators and they have received calls w.e.f. 31.8.2009 and incurred initial expenditure of Rs.1,83,770/- towards initial set up at the call Centre). In the reference 2nd read above, he submitted the proposal for sanction of Rs.2,75,469/- towards Call Centre services/charges for the month August & September, 2009 and requested the Government to release the total amount of Rs.4,59,239/- to their Department.

2. Government after careful examination, hereby release total amount of Rs.4,59,239/- (Rupees Four lakhs fifty nine thousand two hundred and thirty nine only) to the Commissioner, EDS (e.SeVa), Hyderabad towards initial expenses incurred towards set up at Call Centre and Call Centre Services and charges rendered by them.

3. The amount of expenditure sanctioned in para (2) above shall be debited to the following head of accounts:-

Sl. No.	Particulars of expenditure	Amount to be sanctioned	Head of Account
1.	Initial expenditure incurred towards set up at Call Centre	1,83,770/-	MJH 2245 – Relief on account of natural calamities SMJH 80 - General MH 102 – Management of Natural Disasters, Contingency plans in Disaster Prone Areas. SH 05 – State Disaster Management Authority. 130 – Office Expenses. 132 – Other Office expenses
2.	Call Centre services/ charges	2,75,469/-	MJH 2245 – Relief on account of natural calamities SMJH 80 - General 102 – Management of Natural Disasters contingency plans in Disaster prone areas. SH 05 - State Disaster Management Authority. 500 – Other charges. 503 – Other expenditure
	Total	4,59,239/-	

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4. The Assistant Secretary to Government and Drawing Officer, Revenue (DM.IV) Department is authorized to draw the total amounts sanctioned at para (2) from the head of accounts noted at para (3) against each amount to be sanctioned and arrange to issue a cheque in favour of "Commissioner, EDS (e.Seva) Hyderabad".

5. This order issues with the concerned of Fin. (Exp. Rev.) Dept., vide their U.O.No.0141/003/A2/Exp.Rev./2010, dated: 8.2.2010.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

Dr. T .RADHA
COMMISSIONER FOR DISASTER MANAGEMENT &
EX-OFFICIO PRINCIPAL SECRETARY TO GOVT.

To
The Commissioner, EDS (e.Seva), Hyderabad.
The Assistant Secretary to Govt., & DO, Rev. (DM.IV) Dept.,
Copy to:
The Secretary to Govt., IT & C Department.,
The Finance (Exp. Rev.) Department.
Principal Secretary to CM.(JH).
The Commissioner, Information & Public Relations, Hyderabad.
The Pay and Accounts Officer, Hyderabad.
The Accountant General A.P., Hyderabad.
P.S. to CDM & EOPS/Spl. Commissioner (DM).
The Accounts Officer, Revenue(DM)
SF/SC.

// FORWARDED : BY ORDER //

SECTION OFFICER.